



FEMA photo by Andrea Booher

*Firefighters take a brief break from their grueling work.*

**Take care of yourself:** Rest often and eat well. Remember that your children reflect your fears and worries. If they see you striving to adjust to the loss, they can learn from and imitate your efforts, enabling them to cope better.

**Listen to what children say:** Encourage them to talk or otherwise express their feelings. Teens may need to talk with other teens.

**Explain the disaster factually:** Children have vivid imaginations. Things they don't understand can make them afraid. When they know the facts, they may deal better with disaster.

**Reassure children:** Show them through words and actions that life will return to normal. Touching and holding are important. Hugs help. Try to find or replace pets or favorite toys.

**Be understanding:** Try not to scold children for things they do that might be related to the disaster such as bed-wetting, thumb sucking or clinging to you. They also are going through a tough time.

Remember, the emotional healing process can be long, hard and confusing. If others notice problems before you do, listen to them and let them help you fight the hidden enemy of stress.

## Rebuilding your emotional house

The attack on the World Trade Center not only destroyed lives, it took a toll on the emotional health of survivors and those who witnessed the horrific act.

Following are suggestions to relieve disaster-induced tensions:

**Keep the family together:** Togetherness provides mutual support for everyone. Make an effort to establish normal routines.

**Discuss your problems:** Don't be afraid to share your anxieties with family and friends. Let others talk to you. Crying is a natural response to a disaster and a good way to release pent-up emotions.

**Set a manageable schedule:** Make a list and do jobs one at a time. Establish a schedule to clean up and rebuild. Try to return to your pre-disaster routine as soon as possible because it provides something predictable to depend on.



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#### IMPORTANT PHONE NUMBERS

##### ■ FEDERAL AGENCIES

FEMA Registration.....	800-462-9029
(TTY for hearing/speech-impaired).....	800-462-7585
Disaster Information Helpline.....	800-525-0321
(TTY for hearing/speech-impaired).....	800-525-7585
FEMA Fraud Detection.....	800-323-8603
Small Business Administration.....	800-659-2955
(FRS for hearing/speech impaired).....	800-877-8339
Internal Revenue Service.....	800-829-1040
(TTY for hearing/speech-impaired).....	800-829-4059
Social Security Administration.....	800-772-1213
Veterans Affairs.....	800-827-1000

##### ■ STATE AGENCIES

Crime Victims Board.....	800-247-8035
Empire State Development .....	800-I-LOVE-NY
Dept. of Insurance.....	800-339-1759
Office for the Aging.....	800-342-9871
Dept. of Banking .....	800-522-3330
Dept. of Public Service.....	800-342-3377
Dept. of Agriculture and Markets.....	800-554-4501
Dept. of Labor.....	888-209-8124

##### Mental Health Referral Hotlines

New York City.....	800-543-3638
(Spanish).....	877-298-3373
(Cantonese/Mandarin).....	877-990-8585
Westchester.....	914-995-5237
Nassau County.....	516-504-4357
Suffolk County.....	631-853-8560
Rockland County .....	845-364-8976
New Jersey.....	800-382-6717
Connecticut.....	800-446-7348
Office of Mental Retardation and Developmental Disabilities.....	212-229-3028
Consumer Protection Board.....	800-697-1220
Dept. of Motor Vehicles.....	800-342-5368
NYS Insurance Fund (Worker's Compensation).....	877-467-3863
Dept. of Taxation & Finance.....	800-CALL-TAX
NYS Employee Work Location Status (offices south of Canal Street).....	866-832-9942
NYS Child Support Information.....	800-846-0773
■ VOLUNTARY ORGANIZATIONS	
American Red Cross (Manhattan).....	212-219-6200
(outside Manhattan).....	877-746-4987
Salvation Army.....	212-337-7380
N.Y. State World Trade Center Relief Fund.....	800-801-8092
Disaster Legal Service.....	866-606-0626